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Abstract of RU 2212112 (C2)

FIELD: communications engineering. **SUBSTANCE:** system has first terminal that functions as agent of automatic call allocation system for processing incoming calls of clients; first connection between first terminal and second terminal that functions as agent of automatic call allocation system for processing voice signals; upon establishing first connection between first and second terminals first terminal receives request from check terminal that functions as supervisor's terminal for establishing check connection; agent's terminal responds to request for check connection by transmitting check signal to supervisor's terminal to set up check connection so as to enable agent to transmit agent's voice signals and client's voice signals to supervisor's terminal; agent's terminal checks first connection for simultaneous transmission of agent's and client's voice signals; if simultaneous level of services rendered to clients, 10, pl. 6, 2 dwo.



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